

Dear Editor

The NHS needs human sense as much as money and systems

As the election approaches the main parties jockey for who will best fund our NHS: they, at least, now all seem to agree more is needed. *How* such funds would be raised is now a major contention.

The Conservatives do not now much vaunt the increasingly failing and discredited marketisation programme. Labour now pledge to dismantle this and its buttressing Health and Social Care Act (reversing New Labour's many years of consolidating this approach).

In my view, renationalising and refederalising the NHS – abandoning all marketisation and financially-based commissioning – would do much to save our money, our morale and our morality in delivering healthcare.

But there is another major problem that stymies all our welfare services equally but is more elusive to analysis, debate or easy solution. It can be acronymed the *REMIC culture* (remote management inspection and compliance). It refers to our ever-increasing mandates to get our Welfare services to behave like manufacturing industries with centralised, metricised methods to remotely control and measure 'performance' by compliance to forests of protocols and regulations.

The hundreds of experienced welfare workers I have interviewed have almost all reported their belief that they are now working *less* efficiently because of such REMIC. The loss of trust, judgement, wisdom, time, colleagueiality and morale in the professions is much greater than what is gained from our successive efficiency drives.

Our REMIC problems are probably quite as important as those of funding, but more difficult to soundbite. They need equal public and political debate.

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